Section 14 – How to Generate a Request to Research/Upgrade Eligibility (RRU)

Introduction

The RRU is simply a direct notification to the appropriate CAF of any status changes a user cannot make within the system.

There are several reasons for which you would submit an RRU to the appropriate CAF. A RRU for personal information changes is only done if the person has an open investigation or they have an active DoD category – otherwise just make the changes locally (Industry).

The following are some examples of when you will submit an RRU for a person:

- A person's eligibility level does not reflect the current investigation that was conducted by another investigative agency, e.g., the Air Force has a more current investigation than what DISCO has on file
- To downgrade a person's eligibility
- To correct a person's SSN

The main thing you have to remember before you attempt to send an RRU on a person is that **you must** have an owning or servicing "relationship" with that person. (Refer to Section 7 – "How to In-Process")

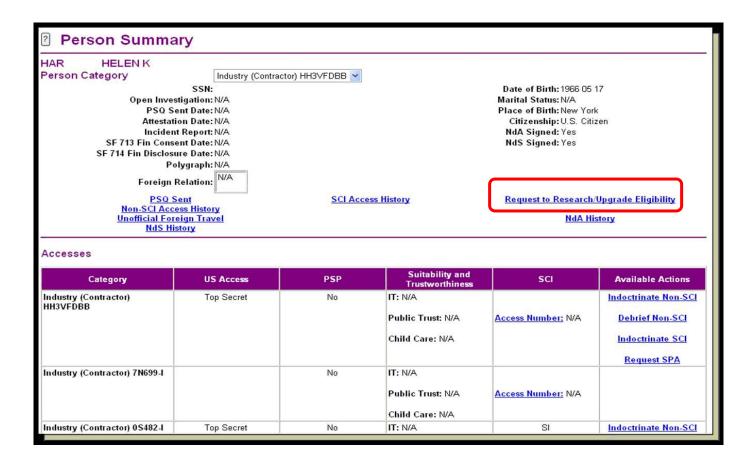
Instructions

- 1. Log in as a **User** of the appropriate SMO.
- 2. Click on **Select Person** (column on left).
- 3. Enter the person's **SSN**.
- 4. Click on the gray **Display** button.
- 5. The person's Personal Summary screen should appear with the person's name printed at the top. Make sure the category box located within the Personal Identification section is displaying the correct organization. If the correct organization is not being displayed, click on the drop down box and scroll down and highlight the correct organization.

NOTE: When the "Person Summary" screen first appears and you get an error message that says, *The Person Category does not have any Owning/Servicing Relationship and no Notification based on Owning/Servicing Relationship will be sent*, then the listed category is not currently in a PSM Net.

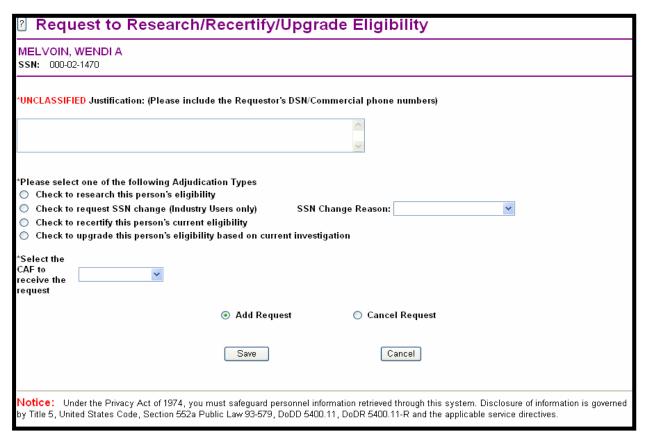
6. Once the proper category is listed and the person has an appropriate relationship with the SMO, the **Request to Research/Upgrade Eligibility** hyperlink will be present (Figure 36).

Figure 36: Personnel Summary screen



- 7. Click on the **Request to Research/Upgrade Eligibility** hyperlink.
- 8. The Request to Research/Recertify/Upgrade Eligibility screen should appear (Figure 37).

Figure 37: Request to Research/Recertify/Upgrade Eligibility screen



- 9. In the **Justification** text box, enter details of the request along with your telephone number.
- 10. Click on **one** of the three **radio buttons** that are available. (4 radio buttons for Industry)
- 11. Click on the **Select the CAF to receive the request** drop down menu and select the appropriate CAF to which you want the RRU sent.
- 12. Click the gray **Save** button.

NOTE: Once you send an RRU on a person, you will not be able to submit another RRU until the first request has been answered by the CAF or canceled by users of submitting SMO. Check **Notifications** to see the status/response of a RRU.